

Client Complaints Management Policy

Policy number	10	Version	1.0
Drafted by	Josephine Stewart	Approved by Board on	
Responsible person	Anne Mackay	Scheduled review date	

1. Purpose

- 1.1 The purpose of the Complaints Management Policy is to set out the requirements for the collection, recording, reporting and management of client complaints relating to Radiance. This includes complaints received by Radiance from a third-party on behalf of a client. This policy promotes best practice in complaints management and provides an efficient, proactive approach to complaint management that results in the best possible outcomes for Radiance clients, volunteers and staff. Complaint management is part of a larger quality improvement system that includes incident reporting and risk management.

2. Policy

- 2.1 Complaints to Radiance must be managed in accordance with the principles of respect, the right to privacy, transparency, fairness, accountability, and responsiveness in an environment of continuous service improvement.

Collection

- 2.2 Radiance will collect client feedback and complaints about the services they provide, via a variety of mechanisms that may include but are not limited to email, letter, verbal, internet sources including social media and via local feedback forms/surveys.

Radiance will ensure these feedback mechanisms are visible, accessible, and appropriate to clients and carers, including specific client groups such as Aboriginal people, Culturally and Linguistically Diverse people, people with mental health issues, people with a disability, children and young people, and LGBTQIA+ people and other underrepresented groups.

Where possible, Radiance will also investigate and attempt to resolve anonymous complaints to the greatest extent possible. All investigated anonymous complaints must be recorded in the complaint management system.

Acknowledgement

- 2.3 Radiance has a central point of coordination to manage complaints. Written complaints must be acknowledged in writing within five working days of receipt of the complaint.

Assessment

- 2.4 Radiance shall assess each complaint to determine the:
- complaint issue(s)
 - need to develop a child safety investigation plan if the complaint involves a child or young person
 - other management requirements including the level of language or cultural support required by the complainant
 - seriousness and organisational risk
 - confidentiality considerations and client authorisation
 - investigation requirements
 - identify any potential, actual or perceived conflict of interest.

Response

- 2.5 Radiance will demonstrate commitment to the resolution of complaints in a timely manner by adhering to the following timeframes:
- resolution of complaints within 30 working days of receipt
 - advise the complainant if there is a delay and provide updates on the progress of the investigation at 15 working day intervals with the first update due 30 working days following the receipt of the complaint or as soon as a delay is identified.
 - escalate to the relevant senior executive/s if the matter cannot be resolved within three months of the receipt of the complaint.

Recording

- 2.6 All complaints received will be recorded in the Quality and Safety Systems Database.

Service improvement

- 2.7 Radiance evaluates the quality of services by analysing complaints to identify system and recurrent issues; and, from this make and implement service improvement recommendations. Consideration will be given to the inclusion of client representatives in these processes.

Complaints Management Procedure

3. Procedure

2.1 Receive complaint

- Actively listen – often individuals simply wish to voice their concerns and be assured that someone who cares has heard and understood these concerns
- Clarify the key concern(s) of the client - ask questions to ensure you understand the complaint.
- Determine desired outcome including suggestions on how to improve services.
- Identify if there are any immediate issues arising from the complaint and respond to them as appropriate

2.2 Manage complaint

2.2.1 Resolve:

- If the complaint can be resolved at the point of contact do so, including offering a resolution appropriate to the complaint and your position.
- Record feedback into the Quality and Safety Database and client database to aid in identifying complaint themes.

2.2.2 Escalate:

- Complaints should be escalated to the Manager when the client (or their representative) wishes to lodge a complaint and/or the complaint issue(s) is complex or beyond the scope of your position
- Advise the client (or their representative) of the complaints management process and that they will be contacted by the Manager who will follow-up their complaint. Determine the complainant's contact preference.
- Record all complaints in the Quality and Safety Database and client database for complaint management, data collection and analysis.

2.3 Reflect on complaint

2.3.1 Service Improvement:

- Consider if this is an isolated incident or is recurring.
- Identify any necessary changes to the processes or systems.
- Implement identified changes as appropriate or share quality improvement strategy with a more senior staff member.

2.4 Tips for managing difficult complaint situations

- Remain calm, considerate, and empathetic.
- Focus on the issue(s) rather than the person.
- Allow them time to voice their concerns.
- Listen to what they are saying – they may have a valid point and simply want someone to listen.
- Use neutral tone and language.
- Let them know what you can do to help.
- Apologise that their experience was below their expectations.
- If required, ask a colleague or more senior staff member for assistance.